

Amended Claims

1. (Currently Amended) A method for providing transactional service information to a service provider having at least one manager, at least one employee and at least one service evaluator, the method comprising the steps of:

a. the service provider providing to an evaluation processor a unique transaction record, the evaluation processor for-receiving evaluation data from a plurality of service providers;

b. the at least one service evaluator providing to the evaluation processor evaluation data, the evaluation data containing a unique transaction identifier of the service provider;

c. the evaluation processor correlating information from the unique transaction record and the evaluation data to produce a correlated transaction file; and wherein the evaluation processor stores the correlated transaction file for retrieval by the service provider manager.

2. (Currently Amended) The method of claim 1 wherein the step of the at least one service evaluator providing evaluation data and the step of the service provider manager retrieving the correlated transaction file is interactive.

3. (Currently Amended) The method of claim 1 wherein the unique transaction record includes a unique identifier of the at least one service evaluator.

4. Cancelled.

5. (Currently Amended) The method of claim 1 wherein the evaluation data includes the unique identifier of the at least one service evaluator.

6. (Currently Amended) The method of claim 1 wherein the unique transaction record includes a unique identifier of the at least one employee.

7. (Currently Amended) The method of claim 1 wherein the correlated transaction file the includes manager-selected service provider information.

8. (Currently Amended) The method of claim 6 wherein the correlated transaction file includes an assessment of the performance of the at least one employee.

9. (Currently Amended) The method of claim 1 wherein the correlated transaction file is automatically transmitted to the service provider manager.

10. (Currently Amended) The method of claim 6 wherein the unique transaction record includes performance data of the at least one employee.

11. (Currently Amended) The method of claim 6 wherein the service provider manager directly retrieves the correlated transaction file from the evaluation processor.

12. (Currently Amended) The method of claim 1 wherein the step of the service provider providing to the evaluation processor the unique transaction record includes the step of the service provider providing the service evaluator an incentive for the service evaluator to contact the evaluation processor.

13. (Currently Amended) The method of claim 1 wherein the providing of evaluation data by the at least one service evaluator is by means of an inquiry/response system.

14. (Currently Amended) The method of claim 13 wherein the inquiry/response system is automated.

15. (Original) The method of claim 14 wherein the automated inquiry response system is accessed by a telephone.

16. (Original) The method of claim 14 wherein the automated inquiry system is accessed by means of the Internet.

17. (Currently Amended) A method for providing transactional service information to a service provider having at least one manager, at least one employee and at least one service evaluator, the method comprising the steps of:

a. the service provider providing to an evaluation processor a unique transaction record, the unique transaction record including a unique service evaluator identifier, the evaluation processor for receiving evaluation data from a plurality of service providers;

b. the at least one service evaluator providing to the evaluation processor evaluation data, the evaluation data containing the unique service evaluator identifier and a unique transaction identifier of the service provider;

c. the evaluation processor correlating information from the unique transaction record and the evaluation data to produce a correlated transaction file; and

d. the evaluation processor storing the correlated transaction file for retrieval by the service provider manager, thereby enabling the manager to evaluate the service provided by the service provider to the at least one service evaluator.

18. (Currently Amended) The method of claim 17 wherein the step of the at least one service evaluator providing evaluation data to the evaluation processor and the step of the service provider manager accessing the maintained correlated transaction file is performed interactively.

19. Cancelled.

20. (Currently Amended) The method of claim 17 wherein the unique transaction record includes a unique identifier of the at least one employee.

21. (Currently Amended) The method of claim 17 wherein the correlated transaction file includes selected service provider information.

22. (Currently Amended) The method of claim 17 wherein the step of the evaluation processor storing the correlated transaction file for the service provider manager includes the step of the service provider manager directly accessing the correlated transaction file.

23 (Currently Amended) The method of claim 20 wherein the correlated transaction file includes an assessment of the performance of the at least one employee with the service evaluator.

24. (Currently Amended) The method of claim 20 wherein the unique transaction record includes evaluation data of the at least one employee.

25. (Currently Amended) The method of claim 24 wherein the correlated transaction file includes an assessment of the performance of the at least one employee with the service evaluator.

26. (Currently Amended) The method of claim 17 wherein the step of the service provider providing to the evaluation processor the unique transaction record includes the step of the service provider providing the service evaluator an incentive for the service evaluator to contact the evaluation processor.

27. (Currently Amended) The method of claim 17 wherein the providing of evaluation data by the at least one service evaluator is by means of an inquiry/response system.

28. (Original) The method of claim 27 wherein the inquiry/response system is automated.

29. (Original) The method of claim 28 wherein the automated inquiry response system is accessed by a telephone.

30. (Original) The method of claim 28 wherein the automated inquiry system is accessed by means of the Internet.

31. (Currently amended) A method for providing transactional service information to a service provider having at least one manager, at least one employee and at least one service evaluator, the method comprising the steps of:

- a. the service provider providing to an evaluation processor a unique transaction record, the unique transaction record including unique identifiers of the at least one service evaluator, the at least one employee and the service provider, the evaluation processor for obtaining evaluation data from the service provider and the at least one service evaluator, the evaluation process for receiving evaluation data from a plurality of service providers;

- b. the at least one service evaluator providing to the evaluation processor evaluation data, the evaluation data containing the unique service evaluator identifier and a unique transaction identifier of the service provider;

c. the evaluation processor correlating information from the unique transaction record and the evaluation data to produce a correlated transaction file; and

d. the evaluation processor storing the correlated transaction file for retrieval by the service provider manager, thereby enabling the manager to assess the performance of the at least one employee with the service evaluator.

32. (Currently Amended) The method of claim 31 wherein the step of the at least one service evaluator providing evaluation data to the evaluation processor and the step of the service provider manager accessing the correlated transaction file is performed interactively.

33. (Currently Amended) The method of claim 31 wherein the unique transactional record includes selected service provider information.

34. (Currently Amended) The method of claim 31 wherein the step of the service provider providing a unique transaction record to the evaluation processor includes the step of the service provider providing the service evaluator an incentive for the service evaluator to contact the service evaluator.

35. (Currently Amended) The method of claim 31 wherein the step of the at least one service evaluator providing evaluation data to evaluation processor is by means of an inquiry/response system.

36. (Original) The method of claim 35 wherein the inquiry/response system is automated.

37. (Original) The method of claim 36 wherein the automated inquiry response system is accessed by a telephone.

38. (Original) The method of claim 36 wherein the automated inquiry system is accessed by means of the Internet.

39. (Currently Amended) A method for providing transactional service information to a service provider having at least one manager and at least one service evaluator, the at least one service evaluator being an employee of the service provider, the method comprising the steps of:

- a. the at least one service evaluator contacting an evaluation processor, the evaluation processor for obtaining evaluation data from the at least one service evaluator, the evaluation processor for receiving evaluation data from a plurality of service providers;
- b. the service evaluator providing to the evaluation processor evaluation data, the evaluation data including a unique identifier of the service provider;
- c. the evaluation processor correlating the evaluation data to produce a correlated data file; and
- d. the evaluation processor storing the correlated data file for access by the service provider manager.

40. (Currently Amended) The method of claim 39 wherein the step of the evaluation processor storing the correlated data file for access by the service provider manager includes the step of the service provider manager accessing the correlated data file.

41. (Currently Amended) The method of claim 40 wherein the step of the service evaluator providing evaluation data and the step of the service provider manager accessing the correlated data file is performed interactively.

42. (Currently Amended) The method of claim 39 wherein the step of the evaluation processor storing the correlated data file includes sending the correlated data file to the service provider.

43. (Currently Amended) The method of claim 39 wherein the step of the at least one service evaluator providing evaluation data to the evaluation processor includes the step of the service provider providing to the evaluation processor a unique service evaluator identifier of the at least one service evaluator.

44. (Original) The method of claim 42 wherein the step of the evaluation processor providing correlated information to the management of the service provider includes the step of the evaluation processor providing the manager selected service provider information.

45. (Currently Amended) The method of claim 42 wherein the correlated information includes an assessment of the performance of the service evaluator with the at least one customer.

46. (Currently Amended) The method of claim 41 wherein the step of the service evaluator providing evaluation data to the evaluation processor includes the step of the service provider providing the service evaluator an incentive for the service evaluator to contact the evaluation processor.

47. (Currently Amended) The method of claim 46 wherein the step of providing to the at least one service evaluator the incentive to contact the evaluation processor includes the step of the service provider providing to the evaluation processor service provider evaluation data of the at least one service evaluator, and wherein the evaluation processor ~~to~~ provides a personality profile of the service evaluator.

48. (Original) The method of claim 43 wherein the step of the evaluation processor providing correlated information to the management of the service provider includes the step of the service provider directly accessing the correlated information from the evaluation processor.

49. (Cancelled) The method of claim 39 wherein the step of the service evaluator contacting the evaluation processor includes the step of the service provider providing the service evaluator an incentive for the service evaluator to contact the service evaluator.

50. (Currently Amended) The method of claim 39 wherein the providing of evaluation data by the at least one service evaluator is by means of an inquiry/response system.

51. (Original) The method of claim 50 wherein the inquiry/response system is automated.

52. (Original) The method of claim 51 wherein the automated inquiry response system is accessed by a telephone.

53. (Original) The method of claim 51 wherein the automated inquiry system is accessed by means of the Internet.